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Abstract

A method and apparatus are provided for
assigning agents of an automatic call distributor to
5 incoming calls of a plurality of call types handled
by the automatic call distributor. The method
includes the steps of determining a target occupancy
matrix including a target occupancy for each agent of
the agents of the automatic call distributor for each
10 call type of the plurality of call types. The method
further includes the steps of processing a call of a
first type of the types determined in the target
occupancy matrix and assigning the call to an agent
of the agents of the automatic call distributor with
15 a largest relative difference between an actual
occupancy of calls of the first type handled by the
agent and the target occupancy of calls of the first
type determined for the agent in the target occupancy
matrix.

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